



## HONESTY AWARD

Benjamin Goh  
Certis Aviation Security Pte Ltd

On 17 February 2022, Auxiliary Police Officer Benjamin found a black Chanel bag containing S\$7,700 worth of cash and some jewellery items at Terminal 3. He brought the lost item to the Information Counter for safekeeping. Thanks to Benjamin's honesty, the owner managed to retrieve her bag on the same day! Good job, Benjamin!

Nominated by:  
Muhammad Mahir Bin Zenal  
Certis Aviation Security Pte Ltd



## OUTSTANDING TEAM AWARD

From Left to Right  
• Rosales Rosa Martinez • Sarojini Naidu A/P Parthiban • Siti Rostina Binti Mohd Radzi  
Certis Aviation Security Pte Ltd

On 18 May 2022, Service Operations Supervisor Rosa was approached by a crying female passenger. Through the conversation, Rosa learnt that the passenger's mother had passed away and she was denied check-in due to excess baggage. The passenger was a domestic helper in Saudi Arabia, and since it was an urgent trip, her employer deducted the ticketing cost from her last pay cheque. She also mentioned that all her savings were spent on her mother's medical bills. As the passenger was crying, Service Operations Supervisors Rostina and Saro consoled and comforted her. Rosa approached the airline representative to check on the cost of the excess baggage and was advised that the passenger would need to pay S\$65. The team empathised with the passenger and decided to help her pay the amount. Not stopping there, they provided food and assisted her to sort out the necessary documents needed upon arrival in Manila. The passenger expressed her gratitude in tears as the team sent her home safely when she was at the lowest point of her life. Well done, Team Certis!

Nominated by:  
Michael Francisco Abiog  
Certis Aviation Security Pte Ltd

